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23 Sept 03

Addendum #1

RFP# B02894

Title: Automatic Collection System

Submission Deadline: 9 Oct 03 @ 1:40 PM

- Vendor questions / responses, are attached. The pages are numbered 1 thru 4.

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RFP – Automatic Collections System Project #B02894

General Questions

- 1) For ease and consistency of response, may a copy of the RFP be obtained in an electronic (i.e. Word) format? **No.**
- 2) How many total users versus concurrent users will need access to the Automatic Collection Systems?

40 total and 40 concurrent users we would like the ability increase these numbers if needed.

- 3) What is the estimate of the total number of accounts that go delinquent annually? How old on average are these accounts and what is the average balance?

See attached

- 4) **Page 3 – Section 3:** Please elaborate on the different types of interest and penalties that are possible as well as how and in what situation(s) they are applied?

See attached

- 5) **Page 4 – Current System Architecture:** Please provide any other existing Server, and Workstation Specs.

Through its Collection Section, Taxation currently uses AS/400, IBM mainframe, IBM compatible PCS, and Novell Network servers in the site. The client computers are all at least 333mhz processors with 256 ram and Microsoft Windows XP. The Collection Section utilizes Ethernet network devices using TCP/IP under a WAN environment. Unique ID and password security is assigned by the system administrator. The current systems are running MS Office 2000 and the new Novell Client to allow them to validate to the Novell File Server. The only servers currently in use are Novell file servers.

- 6) **Page 6 – Posting Detail:** Please give an example(s) of the details expected at the line item level. Please also clarify this sentence: “All transactions of this nature need to be reflected within the Project based on a schedule that will be determined at a later date.”

System must accept payments and/or assessments posted to the host but not processed through the automatic collection system. These updates will be at a schedule determined by the division of taxation and not no a set weekly or bi-weekly schedule.

- 7) **Page 6 – System Demonstration:** Please provide an expected timeframe for the onsite software demonstrations.

We will provide at least one weeks notice before demonstrations are requested. We will be requesting a demonstration for the top three vendors.

- 8) **Page 7 – Interface Development:** It appears that the Mainframe/Legacy system(s) will be the systems of record (parent). If this is the case, will State Technology staff build the extraction interface(s) and provide the data in an agreed upon format to the collection system or will the vendor be expected to do the extract and data mapping?

The State will provide a delimited file to update the vendors system.

- 9) Likewise, will the State pick up the collection application's outbound data and build the input interface(s) or will the vendor be expected to do this?

The State will provide a record layout in order to export the required information to update the Mainframe system.

- 10) Regarding the future interfaces that are referred to, it is assumed that they will be requested, developed and priced outside the scope of this proposal. Is this assumption correct?

YES

- 11) Please describe the State's approach to system security with regard to the expected interfaces.

We need the vendors servers that store any State information to be NT based for file security. The vendors system must provide at least 3 groups (examples Admin, management, and user) to provide varying access to information.

- 12) **Page 8 – Interface Development – 1:** Regarding account data, please elaborate on these items: other, other modifications and receivable transaction text data (notes?).

Other could include any additional data category like permit information, phone numbers, business codes, and responsible officer information.

Other modifications could include items amounts adjusted due to waivers or amounts adjusted due to hearings or audits.

Receivable transaction text data includes information about a specific bill periods covered and responsible taxpayer.

- 13) **Page 10 – Item 2 – Cost Proposal:** This item refers to Appendix 1 as the desired format for the system pricing. The appendix seems more conducive to a custom developed solution. Seeing that the State is seeking a "commercial off the shelf" (COTS) system, using this format will be difficult to list the standard system elements, products and services that are associated with an existing software application. Is there another format available that could be used?

See attached

APPENDIX I

COST PROPOSAL SUMMARY

Name of Offeror _____

Total costs must be provided separately for each phase of the project. The cost proposal should be supported with itemized estimates as indicated below.

BASIC SOFTWARE	Cost
List what is included in the basic software package.	\$ _____

ADDITIONAL SOFTWARE	Cost
List what additional software will need to be added to meet the State of Rhode Island requirements, please break out the personnel cost below.	\$_____

PERSONNEL					
Position	Employee	Rate	Effort	Cost	

Total Salaries and Wages				\$ _____	
Fringes (specify basis)				\$ _____	
Total Personnel				\$ _____	

OPERATING EXPENSES	
Item Description	Cost
Total Operating Expenses	\$

SUBCONTRACTS		
Description	Subcontractor	Cost
<hr/>		
Total Subcontracts		\$

TOTAL DIRECT COSTS			\$ _____
INDIRECT COSTS (specify basis)			\$ _____
	<u>Est. HRS.</u>	<u>Total Cost</u>	
Preparation of Research and Data	_____	_____	
Submission of Draft Plan	_____	_____	
Review & Revision	_____	_____	
Preparation of Final Plan	_____	_____	
Production & Printing of Final Plan	_____	_____	
TOTAL COSTS			\$ _____

TYPE OF TAX	RECORDS	DELINQUENT RETURNS	ACCOUNT RECEIVABLE	AVERAGE TAXPAYER CASELOAD	AVERAGE RECEIVABLES
CORPORATIONS	548	N/A	\$2,626,879.00	21	\$101,034.50
HEALTH CARE	35	52	\$1,396,012.71	35	\$53,692.80
WITHHOLDING	4,785	48,227	\$4,423,613.72	184	\$170,138.99
SALES	5,359	18,812	\$15,195,503.27	206	\$584,442.44
INCOME (ALL)	26,569	N/A	\$34,375,330.29	6,642	\$8,593,832.58
INCOME >499	7,820	N/A	\$31,759,704.55	1,955	\$7,939,926.14